# Generic job description and selection criteria

|  |  |
| --- | --- |
| Job title | Administrative Assistant |
| Department |  |
| Grade and salary | Grade 4 |

## Job description

### Overview of the role

To have general responsibility for the administrative support for a number of departmental functions including recruitment, finance and student administration.

### Responsibilities/duties

* Act as first point of contact in the administration office for students, staff and visitors. Respond to general enquiries interpreting university and external regulations as appropriate
* Assist in producing and maintaining a number of sources of information on the website and in publications
* Make administrative arrangements for training and events including room booking, catering, travel and accommodation arrangements for staff
* Follow administrative procedures, write new office procedures and set up new office systems
* Organise mailings for training and events, maintain mailing lists
* Compile agendas and draft minutes for team meetings
* Collate and circulate appropriate data. Create and maintain spreadsheets and other data tables
* Assist with staff recruitment: prepare job adverts, job descriptions and further particulars, letters of acceptance and standard contracts, collate applications and compile interview schedules
* Assist the finance administrator by processing invoices on the Oracle Finance system

## Selection criteria

### Essential

* Experience of managing administrative processes and reception or customer facing work
* Ability to interpret, apply and communicate regulations and procedures
* The ability to work independently, with minimum supervision, and a willingness to resolve situations, as well as knowing when to refer issues to others
* The ability to organise own workload and to work to deadlines, evidenced by formal qualifications at (for example BTEC ND, NVQ Level 3 or equivalent) and/or significant work experience at a similar level
* Ability to organise events and make administrative arrangements
* Ability to use standard computer programs (Outlook, Word, Excel) and have experience of using a database
* Previous experience of working as part of a team in an office environment

### Desirable

* Experience of working within an HE institution or within a service industry environment.
* Some experience of financial administration, including the ability to be numerate and accurate, with excellent attention to detail and a methodical approach.